

**THE OFFICE OF REGULATORY STAFF  
REVISED DIRECT TESTIMONY**

**OF**

**DAWN M. HIPPIE**

**OCTOBER 18, 2013**



**DOCKET NO. 2013-199-WS**

**Application of United Utility Companies,  
Incorporated for Adjustment of Rates and  
Charges and Modifications to Certain  
Terms and Conditions for the Provision of  
Water and Sewer Service**

**REVISED DIRECT TESTIMONY OF DAWN M. HIPPI**

**FOR**

**THE OFFICE OF REGULATORY STAFF**

**DOCKET NO. 2013-199-WS**

**IN RE: APPLICATION OF UNITED UTILITY COMPANIES, INCORPORATED**

**FOR ADJUSTMENT OF RATES AND CHARGES AND MODIFICATIONS TO**

**CERTAIN TERMS AND CONDITIONS FOR THE PROVISION OF WATER AND**

**SEWER SERVICE**

**Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND OCCUPATION.**

**A.** My name is Dawn Hipp. My business address is 1401 Main Street, Suite 900, Columbia, South Carolina 29201. I am employed by the State of South Carolina as a Director for the Office of Regulatory Staff ("ORS").

**Q. PLEASE STATE YOUR EDUCATIONAL BACKGROUND AND EXPERIENCE.**

**A.** I am a 1992 graduate of Minnesota State University - Moorhead where I earned a B.A. in Political Science. I have over eight years of experience in hazardous waste regulation. From 1996 to 1999, I worked for Laidlaw Environment Services as an accounts receivable supervisor and then as a facility accounting supervisor for Laidlaw's Government Services Division. From 1999-2003, I worked for Safety-Kleen Corporation and Clean Harbors Environmental Services, Inc. as an operations manager in the Government Services Division. In this role, I managed the financial,

**THE OFFICE OF REGULATORY STAFF  
1401 Main Street, Suite 900  
Columbia, SC 29201**

1 operations and all regulatory aspects of field offices nationwide serving Department of  
2 Defense hazardous waste removal contracts.

3 In September 2004, I joined ORS as the Program Specialist for the Water and  
4 Wastewater Department. In November 2007, I became the Director of the Consumer  
5 Services, Transportation, Water and Wastewater Department. I currently supervise the  
6 ORS activities to monitor utility compliance with the Public Service Commission of  
7 South Carolina ("Commission" or "PSC") rules and regulations. In addition, I am  
8 responsible for the records of customer complaints and inquiries received, recorded  
9 and investigated by ORS during the regular course of business.

10 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

11 A. The purpose of my testimony is to set forth the ORS staff findings relative to  
12 the review of the rate increase application submitted by United Utility Companies, Inc.  
13 ("UUCI"). Specifically, I will focus on UUCI's compliance with the PSC's rules and  
14 regulations, ORS's Business Compliance Review of UUCI's water and wastewater  
15 systems, test-year and proposed revenue, and performance bond requirement.

16 **Q. ARE THE FINDINGS OF YOUR REVIEW CONTAINED IN THIS**  
17 **TESTIMONY AND ACCOMPANYING EXHIBITS?**

18 A. Yes, my testimony and the attached exhibits detail ORS's findings and  
19 recommendations.

20 **Q. PLEASE EXPLAIN HOW YOU COMPILED INFORMATION FOR YOUR**  
21 **TESTIMONY AND EXHIBITS.**

1 A. I used information provided by UUCI in its application and additional  
2 information provided by UUCI during the course of our business review and facility  
3 site inspections. I also reviewed UUCI's financial statements and performance bond  
4 documents submitted to the Commission.

5 **Q. PLEASE PROVIDE AN OVERVIEW OF THE LOCATIONS, SERVICE**  
6 **TYPES AND CUSTOMER BASE SERVED BY UUCI IN THIS APPLICATION.**

7 A. UUCI is a public utility providing water supply/distribution services and  
8 wastewater collection/treatment services. As a subsidiary of Utilities, Inc., UUCI's  
9 operations are classified by the National Association of Regulatory Utility  
10 Commissioners ("NARUC") as a Class C water utility and a Class B wastewater  
11 utility according to water and sewer revenues reported on its application for the test  
12 year ending December 31, 2012. The service area of UUCI includes portions of  
13 Anderson, Cherokee, Greenville, Greenwood, Oconee, and Union counties. UUCI  
14 provides water supply/distribution to 101 single family equivalent units and  
15 wastewater collection/treatment services to 1,474 single family equivalents.

16 **Q. PLEASE EXPLAIN REVISED EXHIBIT DMH-1 OF YOUR REPORT.**

17 A. Revised Exhibit DMH-1 contains a summary of the Business Office  
18 Compliance Review and a summary of the water supply/distribution and wastewater  
19 collection/treatment systems inspected by ORS on September 10, 11 and 12, 2013.

20 **Water Supply/Distribution System**

21 UUCI currently provides adequate water supply services to its residential  
22 customers using deep-drilled wells. Safe drinking water standards are being met

1 according to recent South Carolina Department of Health and Environmental Control  
2 (“DHEC”) sanitary survey reports and required certified operator logs were in  
3 compliance at all ORS audited facilities. Water is metered to all customers. DHEC  
4 rated each of the three water systems as ‘SATISFACTORY’ during the last sanitary  
5 survey. Construction activity has begun at the Kingswood well site and UUCI plans  
6 to replace the hydro tank. The project was not complete at the time of the ORS site  
7 inspection. No immediate need exists for any other major upgrade for the UUCI water  
8 systems.

9 **Wastewater Collection/Treatment System**

10 UUCI provides wastewater treatment under National Pollutant Discharge  
11 Elimination System (“NPDES”) permits. In addition, UUCI provides wastewater  
12 collection services and transmits the wastewater for treatment to a third party,  
13 Renewable Water Resources (“ReWa”). DHEC rated several of the wastewater  
14 systems as ‘UNSATISFACTORY’ during the last compliance evaluation inspection,  
15 including: Trollingwood for flow measurement of the effluent, Canterbury for the  
16 effluent not meeting NPDES permits and debris blocking the outfall of the effluent  
17 pipe, and Valleybrook and North Greenville University for the effluent not meeting  
18 NPDES permits.

19 **Q. DOES ORS RECOMMEND ANY ADJUSTMENTS TO THE TEST YEAR**  
20 **WATER AND WASTEWATER SERVICE REVENUES OF UUCI?**

21 A. Yes. ORS completed a comprehensive review of UUCI’s customer water and  
22 wastewater revenue calculations for the test year. Based on that review, ORS made

1 revenue adjustments totaling \$17,016 to UUCI's test year water and wastewater  
2 service revenues. These revenue adjustments normalize the customer billing  
3 information provided by UUCI. The ORS revenue calculation was computed using  
4 detailed customer data and corresponding single family equivalent rating for each  
5 customer as provided by UUCI during the audit process.

6 Commission approved rates were applied to all customers. Note that for the  
7 period of January 1, 2012 – January 12, 2012, the rates for water and wastewater  
8 service were different than for the period of January 13, 2012 through the end of the  
9 test year. The difference in the rates is based on Docket No. 2009-479-WS, Order No.  
10 2010-543, in which the Commission approved UUCI to implement rates under surety  
11 bond.

12 **Q. EXPLAIN THE TEST YEAR WATER AND WASTEWATER SERVICE**  
13 **REVENUE AMOUNTS COMPUTED BY ORS FOR UUCI.**

14 A. Revised Exhibit DMH-2 summarizes UUCI's service revenues for the test year  
15 ending December 31, 2012. Page 1 of the exhibit reflects service revenues at UUCI's  
16 current rates as approved by the Commission, page 2 reflects service revenues using  
17 the proposed rates as reflected in the Application, and page 3 reflects service revenues  
18 calculated by ORS based on a 9.35% return on equity ("ROE").

19 In summary, ORS calculated UUCI's test year service revenues for residential  
20 and commercial water and wastewater operations, as adjusted, of \$883,227. For  
21 comparison purposes, ORS calculated UUCI's proposed residential and commercial  
22 water and wastewater service revenues, as adjusted, of \$1,371,837. At 9.35% ROE,

1       ORS calculated a combined water and wastewater service revenues of \$1,167,410  
2       which is a \$204,427 reduction in revenue from the original request of UUCI. The  
3       9.35% ROE is the weighted midpoint of ORS witness Douglas Carlisle's  
4       recommended ROE range. ORS did not factor customer growth into these service  
5       revenue comparisons.

6       ORS proposes an adjustment to Late Fees revenue to synchronize Late Fees  
7       revenue to the proposed rates in UUCI's application and the rates proposed by ORS.  
8       The adjustment is reflected in ORS Audit Revised Exhibit HNW-1 provided by ORS  
9       witness Henry N. Webster.

10       As shown in Revised Exhibit DMH-3 the projected growth for UUCI is  
11       approximately 0% for water service and 8.94309% for wastewater service.

12   **Q.   DOES ORS FIND UUCI'S REQUEST TO INCREASE ITS NOTIFICATION**  
13   **FEE FOR DELINQUENT SEWER CUSTOMERS REASONABLE?**

14   A.       Yes. 10 S.C. Code Ann. Regs. 103-535.1 requires that a 30 day notice be  
15       given prior to discontinuance of sewer service to a delinquent customer and that this  
16       notice be given by certified mail. If a second notice is necessary, it must be provided  
17       by certified mail. As justification for its request, UUCI states that the fee assesses a  
18       portion of the clerical and mailing costs of such notices to the customers that create the  
19       cost. Due to increases in postage by the U.S. Postal Service and other cost associated  
20       with mailing Certified/Return Receipt mailings, ORS considers the increase from  
21       \$6.00 to \$15.00 to be reasonable.

**Q. WHAT IS ORS'S POSITION REGARDING UUCI'S REQUEST TO ADD THE  
NON-RECURRING CHARGES FOR DISCONNECTION, METER  
INSTALLATION, PUMPING, AND TAMPERING?**

A. UUCI proposes to add several non-recurring charges to its rate schedule in order to recover costs associated with performing certain services and damaging/tampering with UUCI service lines and equipment. I will address each non-recurring charge separately.

**Disconnection Charge for Water and Sewer Service**

UUCI is proposing to delete the Commission approved Reconnection Charge and establish a Disconnection Charge for the discontinuance of service to a customer for violation of rules and regulations, nonpayment of bills, or fraudulent use of service or at the request of the customer as allowed under 10 S.C. Code Ann. Regs. 103-532.4 and 103-732.5. The purpose of the charges proposed by UUCI is to reimburse the Company for the transportation expense, labor cost, and a material cost to disconnect the customer's service.

**1) Disconnection for Water Service:**

UUCI has requested a \$40 disconnection charge associated with disconnecting a customer's water service for any reason as set forth in the Regulations, and the customer has been found to have vacated his premises or the customer has shown his intent to vacate his premises and the imposition of a reconnection charge is not feasible. The disconnection charge replaces the \$35.00 reconnection charge currently



1 approved in UUCI'S tariff. ORS does not object to the Disconnection Charge for  
2 water service as proposed by UUCI.

3 2) Disconnection for Sewer Service:

4 UUCI has requested a \$500 disconnection charge associated with  
5 disconnecting a customer's sewer service in instances where no elder valve is in place  
6 at a premise where only sewer service is provided. In instances where an elder valve  
7 has been previously installed, UUCI is proposing a disconnection charge of \$40 which  
8 covers labor cost and transportation expense to the customer's premise address to  
9 disconnect the service. During the application review process, ORS requested a  
10 detailed expense justification of the costs to support the Disconnection Charge for  
11 sewer service. UUCI stated that the expense includes the cost to accomplish the  
12 installation of the elder valve which varies greatly depending on the depth of the sewer  
13 service, the presence of underground and surface conflicts such as underground  
14 utilities, driveways, sidewalks, fencing, landscaping or other obstacles. ORS does not  
15 object to the Disconnection Charge for wastewater service.

16 **Meter Installation Charge**

17 A Meter Installation Charge of \$100 is proposed by UUCI to recover the labor  
18 cost and transportation expense to install a 5/8 inch x 3/4 inch water meter at a customer  
19 premise where no 5/8 inch x 3/4 inch meter has been provided by the developer to the  
20 Company. For the installation of all other meters, the customer shall be billed for the  
21 Company's actual cost of installation. This meter charge would not be charged when  
22 replacing existing meters nor would it be charged in instances where a developer

1 furnishes the water meter to UUCI for installation by UUCI staff. During the audit  
2 process, ORS found that vendors only charged the Company \$35.00 for the purchase  
3 of a new 5/8 inch x 3/4 inch water meter. Whether the 5/8 inch x 3/4 meter is provided  
4 by the developer or purchased by the Company, it will be installed by UUCI. Under  
5 both scenarios the Company incurs similar labor cost and transportation expense. The  
6 only difference in the cost and expense to the Company is the purchase cost for the  
7 meter. Therefore, ORS recommends the Meter Installation Charge be limited to  
8 \$35.00 for those instances where no 5/8 inch x 3/4 inch meter has been provided by a  
9 developer to the Company.

10 **Pumping Charge**

11 UUCI proposes to revise the Pumping Charge for those sewer customers who  
12 utilize a solids interceptor tank to be the “actual cost” with a minimum charge of  
13 \$150.00. UUCI did not provide a specific breakdown of what comprised those cost  
14 estimates and ORS is unable to evaluate if the cost estimate is reasonable. ORS  
15 cannot support the requested revision to the Pumping Charge as ORS could not  
16 evaluate the actual cost.

17 If the Commission were to approve a revision to the Pumping Charge, ORS  
18 recommends that the rate schedule identify a specific dollar amount for the charge.  
19 This would provide transparency to the customer and assure billing accuracy.

20 **Tampering Charge**

21 UUCI proposes a Tampering Charge of \$250 to recover its expenses in the  
22 event that the Company’s equipment and facilities are damaged, tampered with, or

1 stolen by a customer. 10 S.C. Code Ann. Regs. 103-535(D) and 103-735(D) requires  
2 that the customer make “every reasonable effort to prevent tampering and shall notify  
3 the utility immediately of any tampering with damage to, or removal of any  
4 equipment.” If the customer complies with this Commission requirement, UUCI  
5 should not be allowed to charge the customer for tampering. UUCI estimates that the  
6 Tampering Charge will generate approximately \$500 per year based on the charge  
7 being applied twice a year at \$250 each. ORS does support the recovery by UUCI of  
8 all **actual expenses** related to repair of damaged equipment or facilities if it can be  
9 proven that a customer willfully damaged or tampered with UUCI’s equipment. ORS  
10 recommends amending the language proposed by UUCI as follows:

11 Tampering Charge: In the event the Utility’s equipment, water mains, water  
12 lines, sewage pipes, elder valves, meters, curb stops, service lines, valves or  
13 other facilities have been damaged or tampered with by a customer, the Utility  
14 may charge the customer responsible for the damage the actual cost of  
15 repairing the Utility’s equipment, not to exceed \$250. The tampering charge  
16 shall be paid in full prior to the Utility re-establishing service or continuing the  
17 provision of service.

18 It should be noted that UUCI did charge a tampering fee of \$135 during the  
19 test year but it was refunded to the customer as it was not a Commission approved  
20 charge.

21 **Q. WHAT IS ORS’S POSITION REGARDING UUCI’S REQUEST TO ADD A**  
22 **LEAK MITIGATION PROGRAM?**

23 A. UUCI proposes in its application to add a Leak Mitigation Program in the  
24 amount of 0.5% of total service revenue. This Leak Mitigation Program would be

1 added to the Miscellaneous Expenses. UUCI failed to explain or justify the selection  
2 of the Leak Mitigation Program amount of 0.5% of total service revenue. In addition,  
3 UUCI has neither demonstrated a purpose for this program nor provided a description  
4 of how the Leak Mitigation Program will be administered and managed. Therefore,  
5 ORS recommends that expenses for a Leak Mitigation Program be excluded from  
6 UUCI's expenses as these expenses have not been incurred.

7 **Q. HAS UUCI COMPLIED WITH THE REPORTING AND VACANCY**  
8 **SURVEYS REQUIREMENTS IN COMMISSION ORDER NO. 2012-547?**

9 A. Yes. UUCI submitted the report regarding iron sediment in Trollingwood on  
10 August 6, 2013. UUCI completed its annual vacancy survey for 2012 and reported the  
11 results to the Commission and ORS on July 17, 2013.

12 **Q. PLEASE EXPLAIN REVISED EXHIBIT DMH-4 OF YOUR REPORT.**

13 A. Revised Exhibit DMH-4 is a summary of UUCI's current PSC approved rates  
14 and rates calculated to achieve revenues at 9.35% ROE.

15 **Q. PLEASE EXPLAIN THE STATUS OF THE PERFORMANCE BOND FOR**  
16 **UUCI.**

17 A. UUCI has a current performance bond for utility operations in the form of an  
18 Irrevocable Letter of Credit on file with the PSC in the amount of \$100,000 for water  
19 and \$350,000 for sewer. Based on the expenses from the test year and using the  
20 criteria set forth in 10 S.C. Code Regs. 103-512.3.1, ORS determined that the face  
21 amount of UUCI's bond should remain the same. (Revised Exhibit DMH-5) UUCI's  
22 adjusted bonding criteria expenses for the test year after reflecting ORS's proposed

1 accounting adjustments were \$82,840 for water operations and \$926,083 for  
2 wastewater operations.

3 **Q. PLEASE DISCUSS YOUR FINDINGS RELATED TO THE REVIEW OF**  
4 **CERTAIN INVOICES DURING THE AUDIT PROCESS.**

5 A. UUCI provided copies of invoices to ORS to support expenses and capital  
6 expenditures as outlined in the Application. ORS found that many invoices did not  
7 provide sufficient information to identify the location for which the equipment was  
8 purchased or service rendered. In addition, the invoices were not identified listing a  
9 service location for UUCI. In some instances, equipment or parts for the Company  
10 were shipped from the vendor to an office in West Columbia, Lexington, Columbia, or  
11 Charlotte, NC in lieu of a location near the facility. This method of handling  
12 shipments adds to transportation costs and complicates the ORS review process. The  
13 review process was further complicated by invoices not clearly identified as belonging  
14 to UUCI but to other subsidiaries of UUCI's parent company, Utilities, Inc. UUCI  
15 should be required to clearly demonstrate on each invoice the service address and/or  
16 Company receiving the equipment and/or where service is rendered.

17 UUCI categorized some operations and maintenance expenses as capitalized  
18 projects. ORS re-classified certain items as expenses for the test year that UUCI had  
19 identified as capitalized projects in its books and records. These items included grass  
20 cutting, minor leak repair, elder valve repair and disposable items such as trash bags  
21 and gloves. During ORS's review, it was noted UUCI does not capture plant asset  
22 retirements properly.

1   **Q.     PLEASE EXPLAIN REVISED EXHIBIT DMH-6 OF YOUR REPORT**

2   A.           Revised Exhibit DMH-6 demonstrates the effect of the UUCI proposed rate  
3           increase and a rate increase with ORS adjustments at a 9.35% ROE on the highest  
4           billed customers.

5   **Q.     DOES THIS CONCLUDE YOUR REVISED DIRECT TESTIMONY?**

6   A.           Yes.



### **ORS BUSINESS OFFICE COMPLIANCE REVIEW**

Utility: United Utility Companies, Inc.  
 Inspector: H. Majewski; D. Hipp  
 Docket: 2013-199-WS  
 Office: 2335 Saunders Road, Northbrook, IL 60062; 151 Old Wire Road, West Columbia  
 Utility Type: Water and Wastewater Utility  
 Date: 6/28/13 – 9/27/13  
 Company Representative: Nicole Winans/Patrick Flynn/Karen Sasic/Kirsten Markwell

#	Compliance Regulation	In Compliance	Out of Compliance	Comments
1	All records and reports available for examination in accordance with R.103-510 and R. 103-710.	<b>X</b>		Customers can contact call centers to receive copies of records.
2	Complaint records maintained in accordance with R.103-516 and R. 103-716.	<b>X</b>		All customer complaints are input into UUCI database which tracks service orders, complaint types and related resolutions.
3	Utility's rates, its rules and regulations, and its up-to-date maps and plans available for public inspection in accordance with R.103-530 and R.103-730.	<b>X</b>		
4	Established procedures to assure that every customer making a complaint is made aware that the utility is under the jurisdiction of the Commission and that the customer has the right to register the complaint in accordance with R.103-530 and R. 103-730.	<b>X</b>		
5	Deposits charged within the limits established by R.103-531 and R. 103-731.	<b>X</b>		
6	Timely and accurate bills being rendered to customers in accordance with R.103-532 and R.103-732.	<b>X</b>		UUCI bills for monthly service in arrears.
7	Bill forms in accordance with R.103-532 and R.103-732.	<b>X</b>		Bill form is clear with adequate after-hours emergency contact information. The back of the bill form shows the applicable rate schedule or contains a statement to the effect that the applicable rate schedule will be furnished on request.

**Exhibit DMH-1**

#	Compliance Regulation	In Compliance	Out of Compliance	Comments
8	Adjustments of bills handled in accordance with R.103-533 and 103-733.	<b>X</b>		Invoice adjustments are compliant with R.103-533 and 103-733.
9	Policy for customer denial or discontinuance of service in accordance with R.103-535 and 103-735.	<b>X</b>		Deferred payment plan and payment extension agreement available to all customers.
10	Notices sent to customers prior to termination in accordance with R.103-535 and 103-735.	<b>X</b>		
11	Notices filed with the Commission of any violation of PSC or DHEC rules which affect service provided to its customers in accordance with rule R.103-514-C and 103-714-C.	<b>X</b>		
12	Utility has adequate means (telephone, etc.) whereby each customer can contact the water and/or wastewater utility at all hours in case of emergency or unscheduled interruptions or service in accordance with R.103-530 and 103-730.	<b>X</b>		
13	Records maintained of any condition resulting in any interruption of service affecting its entire system or major division, including a statement of time, duration, and cause of such an interruption in accordance with R.103-514 and 103-714.	<b>X</b>		
14	Utility advised the Commission, in accordance with Rule 103-512.2 and 103-712.2 of the name, title, address and telephone number of the person who should be contacted in connection with general management duties, customer relations, engineering operations, emergencies during non-office hours.	<b>X</b>		
15	Company verified the maps on file with the Commission include all the service area of the company.	<b>X</b>		
16	Number of customers the company has at present time.	<b>NA</b>	<b>NA</b>	As of 12/31/2012, UUCI provided service to 101 water and 1,726 sewer customers.
17	Company has a current performance bond on file with the Commission. Combined Amount of bond: <b>\$450,000</b>	<b>X</b>		UUCI currently has an irrevocable letter of credit (ILC) on file with the PSC/ORS. The stated bond amount is \$100,000 for water service and \$350,000 for sewer service.



**Exhibit DMH-1**

#	Compliance Regulation	In Compliance	Out of Compliance	Comments
18	Company has a current annual report on file with the Office of Regulatory Staff.	<b>X</b>		Received 04/26/2013
19	Company has paid annual Gross Receipts assessment.	<b>X</b>		Current filing and payment made.



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/11/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell
<b>Number of Customers:</b>	96 SFEs combined with Briarcreek II
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, gravity flow to package plant
<b>Location of System:</b>	Briarcreek I, Hwy 105, Gaffney, Cherokee County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0023736
<b>Last SC DHEC Compliance Rating:</b>	Satisfactory – 6/18-19/2012
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Daytonville Water Works, Inc. or private wells

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	NA	NA	
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	NA	NA	
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris	X		
<b>13</b>	Effluent Color acceptable		X	Solids in clarifier. Effluent cloudy.
<b>14</b>	Lift Stations present			No lift station on system
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

### **Additional Comments:**

Blocked line in clarifier contributed to solid build-up in system. Operator contacted to resolve.



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/11/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell
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<b>System Type (collection, force main, lagoon, etc):</b>	Collection, gravity flow to package plant
<b>Location of System:</b>	Briarcreek II, Hwy 105, Gaffney, Cherokee County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0026409
<b>Last SC DHEC Compliance Rating:</b>	Satisfactory – 6/18-19/2012
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Daytonville Water Works, Inc. or private wells

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	NA	NA	
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	NA	NA	
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris	X		
<b>13</b>	Effluent Color acceptable		X	Solids in clarifier. Effluent cloudy.
<b>14</b>	Lift Stations present			No lift station on system
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

### **Additional Comments:**

Blocked line in clarifier resulted in solids build-up in system. Operator called to resolve.



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/11/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell
<b>Number of Customers:</b>	93 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, gravity flow to package plant
<b>Location of System:</b>	Fairwood, Hwy 49, Union County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0035041
<b>Last SC DHEC Compliance Rating:</b>	Satisfactory – 8/23-25/2010
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Meansville-Riley Road Water

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	NA		
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	X		Duckweed present in digester
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris	X		
<b>13</b>	Effluent Color acceptable	X		
<b>14</b>	Lift Stations present	X		1 Lift Station at plant
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

### **Additional Comments:**



## ORS WASTEWATER SYSTEM INSPECTION REPORT

### Inspection Overview:

**Date Inspected:** 09/10/13  
**Inspector Name:** D. Hipp, H. Majewski  
**Docket Number:** 2013-199-WS  
**Utility Name:** United Utility Companies, Inc.  
**Utility Representative:** M. Mitchell, L. Chitwood  
**Number of Customers:** 312 SFEs  
**System Type (collection, force main, lagoon, etc):** Collection, force main to ReWa  
**Location of System:** Country Aire and Village, Piedmont  
**Location of Utility Office:** 151 Old Wire Road, West Columbia, SC 29172  
**Treatment Type:** Collection Only  
**Permit #:**  
**Last SC DHEC Compliance Rating:** N/A  
**Frequency checked by WWTF Operator:**  
**Drinking Water Provider:** Greenville

### Inspection Results

	System Components Inspected	Yes	No	Comments
1	Chlorinator			NA
2	Other chemicals in use			NA
3	Aerators present			NA
4	Plant fenced and locked			NA
5	Warning Signs Visible	X		
6	Fence in good condition	X		
7	Dikes in good condition			NA
8	Odor non-existent or limited	X		
9	Grass mowed	X		
10	Duckweed/Algae acceptable			NA
11	Grease build-up acceptable	X		
12	Plant free of debris			NA
13	Effluent Color acceptable			NA
14	Lift Stations present	X		1 Lift station; replaced WWTP
15	Failure Warning System adequate	X		
16	Electric Wiring adequate	X		
17	System free of leaks	X		
18	System free of overflows	X		
19	Access road adequate	X		
20	Ability for service area to expand	X		

### Additional Comments:

Elder valves installed in both subdivisions. Lift station cleaned in April 2013.



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/10/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell, L. Chitwood
<b>Number of Customers:</b>	108 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, 5 mile of force main to ReWa
<b>Location of System:</b>	Woodmont High School, Piedmont, SC
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Collection Only
<b>Permit #:</b>	
<b>Last SC DHEC Compliance Rating:</b>	N/A
<b>Frequency checked by WWTF Operator:</b>	3 times/week
<b>Drinking Water Provider:</b>	Greenville

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator			NA
<b>2</b>	Other chemicals in use			NA
<b>3</b>	Aerators present			NA
<b>4</b>	Plant fenced and locked			NA
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition			NA
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable			NA
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris			NA
<b>13</b>	Effluent Color acceptable			NA
<b>14</b>	Lift Stations present	X		
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		Only by agreement with ReWA

### **Additional Comments:**



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/10/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell
<b>Number of Customers:</b>	96 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, gravity flow, activated sludge plant, polishing pond
<b>Location of System:</b>	Highland Forest, Hwy 25, Greenwood County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0034444
<b>Last SC DHEC Compliance Rating:</b>	Marginal – 3/21-23/2012
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Greenwood CPW

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	X		
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	X		Duckweed on polishing pond
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris	X		
<b>13</b>	Effluent Color acceptable	X		
<b>14</b>	Lift Stations present	X		1 lift station on system at plant
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

### **Additional Comments:**



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/10/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell, L. Chitwood
<b>Number of Customers:</b>	54 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, force main, lagoon treatment
<b>Location of System:</b>	Trollingwood, Pelzer, Greenville County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0026611
<b>Last SC DHEC Compliance Rating:</b>	Non-Compliant – 6/20/2012
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	UUCI and Greenville Water

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		2 aerators
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	X		
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	X		Algae present
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris	X		
<b>13</b>	Effluent Color acceptable	X		
<b>14</b>	Lift Stations present	X		1 lift station on system at plant
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

**Additional Comments:** DHEC noted deficiencies in the flow measurement of effluent





## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/10/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell, L. Chitwood
<b>Number of Customers:</b>	158 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, activated sludge process with treatment in tanks
<b>Location of System:</b>	Canterbury, Hwy 25, Greenville County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0028941
<b>Last SC DHEC Compliance Rating:</b>	Non-Compliance - 10/15-17/2012
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Greenville Water

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	X		
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	NA	NA	
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris		X	Bar screen had not been cleaned
<b>13</b>	Effluent Color acceptable	X		
<b>14</b>	Lift Stations present	NA	NA	
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

### **Additional Comments:**

Smoking testing completed in subdivision. DHEC noted effluent not meeting NPDES permit limits and effluent pipe buried with debris blocking outfall



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/10/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell, L. Chitwood
<b>Number of Customers:</b>	205 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, activated sludge process with treatment in-ground
<b>Location of System:</b>	Valleybrook, Hwy 25, Greenville County
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0028673
<b>Last SC DHEC Compliance Rating:</b>	Non-Compliant – 6/18-19/2012
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Greenville Water

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	X		
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	X		Foam present
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris		X	Debris from clean-up of aerator lines
<b>13</b>	Effluent Color acceptable	X		
<b>14</b>	Lift Stations present			N/A
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		
<b>20</b>	Ability for service area to expand	X		

**Additional Comments:** DHEC noted effluent not meeting NPDES permit limits



## ORS WASTEWATER SYSTEM INSPECTION REPORT

### Inspection Overview:

<b>Date Inspected:</b>	09/12/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	Mac Mitchell
<b>Number of Customers:</b>	392 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, force main
<b>Location of System:</b>	North Greenville Univ, Hwy 414, Tigerville & Valley View, Greenville
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Sequential Batch Reactor (SBR)
<b>Permit #:</b>	SC0026565
<b>Last SC DHEC Compliance Rating:</b>	Non-Compliance – 11/21-22/2011
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Blue Ridge Water

### Inspection Results

	System Components Inspected	Yes	No	Comments
1	Chlorinator	X		
2	Other chemicals in use	X		Sodium thiosulfate
3	Aerators present	X		
4	Plant fenced and locked	X		
5	Warning Signs Visible	X		
6	Fence in good condition	X		
7	Dikes in good condition	NA	NA	
8	Odor non-existent or limited	X		
9	Grass mowed	X		
10	Duckweed/Algae acceptable	NA	NA	
11	Grease build-up acceptable	X		
12	Plant free of debris	X		
13	Effluent Color acceptable	X		
14	Lift Stations present	X		6 lift stations (4 in subdivisions served & 2 near plant)
15	Failure Warning System adequate	X		
16	Electric Wiring adequate	X		
17	System free of leaks	X		
18	System free of overflows	X		
19	Access road adequate	X		
20	Ability for service area to expand	X		100 of 400+ homes built in Valley View subdivision; capacity limited for expansion at NGU

**Additional Comments:** DHEC noted effluent not meeting NPDES permit limits;



## **ORS WASTEWATER SYSTEM INSPECTION REPORT**

### **Inspection Overview:**

<b>Date Inspected:</b>	09/10/13
<b>Inspector Name:</b>	D. Hipp, H. Majewski
<b>Docket Number:</b>	2013-199-WS
<b>Utility Name:</b>	United Utility Companies, Inc.
<b>Utility Representative:</b>	M. Mitchell, M. Johnson
<b>Number of Customers:</b>	204 SFEs
<b>System Type (collection, force main, lagoon, etc):</b>	Collection, gravity flow to package plant
<b>Location of System:</b>	Chambert Forest, Anderson SC
<b>Location of Utility Office:</b>	151 Old Wire Road, West Columbia, SC 29172
<b>Treatment Type:</b>	Biological
<b>Permit #:</b>	SC0024716
<b>Last SC DHEC Compliance Rating:</b>	Satisfactory – 12/7/2010
<b>Frequency checked by WWTF Operator:</b>	Daily
<b>Drinking Water Provider:</b>	Starr-Iva

### **Inspection Results**

	<b>System Components Inspected</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>1</b>	Chlorinator	X		
<b>2</b>	Other chemicals in use	X		Sodium thiosulfate
<b>3</b>	Aerators present	X		
<b>4</b>	Plant fenced and locked	X		
<b>5</b>	Warning Signs Visible	X		
<b>6</b>	Fence in good condition	X		
<b>7</b>	Dikes in good condition	NA	NA	
<b>8</b>	Odor non-existent or limited	X		
<b>9</b>	Grass mowed	X		
<b>10</b>	Duckweed/Algae acceptable	NA	NA	
<b>11</b>	Grease build-up acceptable	X		
<b>12</b>	Plant free of debris	X		
<b>13</b>	Effluent Color acceptable	X		
<b>14</b>	Lift Stations present	X		1 aerated lift station
<b>15</b>	Failure Warning System adequate	X		
<b>16</b>	Electric Wiring adequate	X		
<b>17</b>	System free of leaks	X		
<b>18</b>	System free of overflows	X		
<b>19</b>	Access road adequate	X		Road washed due to heavy summer rains
<b>20</b>	Ability for service area to expand	X		

### **Additional Comments:**

Sludge removal on day of inspection. Elder valves installed in subdivision.



## ORS WATER SYSTEM INSPECTION REPORT

### Inspection Overview

**Date Inspected:** 09/10/13  
**Inspector Name:** D. Hipp, H. Majewski  
**Docket Number:** 2013-199-WS  
**Utility Name:** United Utility Companies, Inc.  
**Utility Representative:** M. Mitchell, L. Chitwood  
**Number of Customers:** 52  
**System Type (distribution, well, etc):** Wells & distribution  
**Location of System:** Trollingwood, Pelzer, Greenville County  
**Location of Utility Office:** 151 Old Wire Road, West Columbia, SC 29172  
**Treatment Type:** Chlorination  
**Permit #:** 2350010  
**Last SC DHEC Compliance Rating:** Satisfactory – 10/25/2012  
**Frequency checked by Licensed Operator:** Daily  
**Wastewater Provider:** UUCI

### Inspection Overview

	System Components Inspected	Specific Type	#	P S I	Capacity	Compliance		Comments
						Yes	No	
<b>1</b>	Well Sites		2			X		
<b>2</b>	Pump Houses		2			X		
<b>3</b>	Storage Tank	Pressurized	1		5k	X		
<b>3a</b>	Storage Tank	Non-Pressurized	0					
<b>3b</b>	Storage Tank	Overhead	0					
<b>4</b>	Chlorinator		1			X		
<b>5</b>	Other Chemicals in use		2			X		Aqua-Mag/Caustic Soda
<b>6</b>	Meters					X		57
<b>7</b>	Fire Hydrants							None
<b>8</b>	Electrical Wiring acceptable					X		
<b>9</b>	Piping acceptable					X		
<b>10</b>	System free of leaks					X		
<b>11</b>	Access road adequate					X		
<b>12</b>	Ability for service area to expand					X		Phase 2 to be served by Greenville.

### Additional Comments:

UUCI replaced filters and media in 2010 to reduce iron.



## ORS WATER SYSTEM INSPECTION REPORT

### Inspection Overview

**Date Inspected:** 09/10/13  
**Inspector Name:** D. Hipp, H. Majewski  
**Docket Number:** 2013-199-WS  
**Utility Name:** United Utility Companies, Inc.  
**Utility Representative:** M. Mitchell, L. Chitwood  
**Number of Customers:** 21  
**System Type (distribution, well, etc):** Wells & distribution  
**Location of System:** Woodmont, Simpsonville  
**Location of Utility Office:** 151 Old Wire Road, West Columbia, SC 29172  
**Treatment Type:** Chlorination  
**Permit #:** 2350013  
**Last SC DHEC Compliance Rating:** Satisfactory – 10/25/2012  
**Frequency checked by Licensed Operator:** Daily  
**Wastewater Provider:** Septic

### Inspection Overview

	System Components Inspected	Specific Type	#	PSI	Capacity	Compliance		Comments
						Yes	No	
<b>1</b>	Well Sites		1			X		
<b>2</b>	Pump Houses		1			X		
<b>3</b>	Storage Tank	Pressurized	1	60	5k	X		
<b>3a</b>	Storage Tank	Non-Pressurized	0					
<b>3b</b>	Storage Tank	Overhead	0					
<b>4</b>	Chlorinator		1			X		
<b>5</b>	Other Chemicals in use		2			X		Phosphorus
<b>6</b>	Meters					X		
<b>7</b>	Fire Hydrants							None
<b>8</b>	Electrical Wiring acceptable					X		
<b>9</b>	Piping acceptable					X		
<b>10</b>	System free of leaks					X		
<b>11</b>	Access road adequate					X		
<b>12</b>	Ability for service area to expand					X		

### Additional Comments:



## ORS WATER SYSTEM INSPECTION REPORT

### Inspection Overview

**Date Inspected:** 09/10/13  
**Inspector Name:** D. Hipp, H. Majewski  
**Docket Number:** 2013-199-WS  
**Utility Name:** United Utility Companies, Inc.  
**Utility Representative:** M. Mitchell, L. Chitwood  
**Number of Customers:** 28  
**System Type (distribution, well, etc):** Wells & distribution  
**Location of System:** Kingswood, Simpsonville  
**Location of Utility Office:** 151 Old Wire Road, West Columbia, SC 29172  
**Treatment Type:** Chlorination  
**Permit #:** 2350011  
**Last SC DHEC Compliance Rating:** Satisfactory – 10/25/2012  
**Frequency checked by Licensed Operator:** Daily  
**Wastewater Provider:** Septic

### Inspection Overview

	System Components Inspected	Specific Type	#	P S I	Capacity	Compliance		Comments
						Yes	No	
<b>1</b>	Well Sites		1			X		
<b>2</b>	Pump Houses		1			X		
<b>3</b>	Storage Tank	Pressurized	1		5k	X		Tank off-line; 2 temporary bladder tanks on-line during construction
<b>3a</b>	Storage Tank	Non-Pressurized	0					
<b>3b</b>	Storage Tank	Overhead	0					
<b>4</b>	Chlorinator		1			X		
<b>5</b>	Other Chemicals in use		1			X		Phosphorus
<b>6</b>	Meters					X		
<b>7</b>	Fire Hydrants							None
<b>8</b>	Electrical Wiring acceptable					X		
<b>9</b>	Piping acceptable					X		
<b>10</b>	System free of leaks					X		
<b>11</b>	Access road adequate					X		
<b>12</b>	Ability for service area to expand					X		

### Additional Comments:

UUCI replacing hydro tank at Kingwood. Project not complete due to Greenville County permits. Bladder tanks will be moved after tank is replaced.

United Utility Companies, Inc.  
2013-199-WS  
Service Revenue Impact  
for Test Year ending December 31, 2012

Revised Exhibit DMH-2

Revenue Overview for Period January 1 to January 12, 2012 Rates approved by PSC					
Customer Classification	Service Units	Consumption in Gallons	Usage Charge per 1,000 gallons	Base Facility Charge (BFC)	Test Year Calculated Revenues
Residential & Commercial Water	101	517,470	\$4.50	\$11.50	\$2,778
<b>Service Revenues - Water</b>	<b>101</b>	<b>517,470</b>			<b>\$2,778</b>
5/8" Sewer	692			\$48.24	\$12,922
5/8" Sewer Mobile Home	129			\$35.58	\$1,777
Commercial Sewer	322			\$48.24	\$6,013
Sewer Collection Residential & Commercial	331			\$24.66	\$3,160
<b>Service Revenues - Sewer</b>	<b>1,474</b>				<b>\$23,872</b>
<b>Combined Water and Sewer Service Revenues</b>					<b>\$26,650</b>
Revenue Overview for Period January 13, 2012 through December 31, 2012 Rates Approved in Order No. 2012-547					
Customer Classification	Service Units	Consumption in Gallons	Usage Charge per 1,000 gallons	Base Facility Charge (BFC)	Test Year Calculated Revenues
Residential & Commercial Water	101	5,717,590	\$7.79	\$15.18	\$62,345
<b>Service Revenues - Water</b>	<b>101</b>	<b>5,717,590</b>			<b>\$62,345</b>
5/8" Sewer	692			\$53.50	\$429,933
5/8" Sewer Mobile Home	129			\$39.46	\$59,114
Commercial Sewer	322			\$53.50	\$200,055
Sewer Collection Residential & Commercial	331			\$27.35	\$105,130
<b>Service Revenues - Sewer</b>	<b>1,474</b>				<b>\$794,232</b>
<b>Combined Water and Sewer Service Revenues</b>					<b>\$856,577</b>
Miscellaneous Revenues - Late fees					\$6,137
Miscellaneous Revenues - Notification Fee					\$9,423
Miscellaneous Revenues - NSF Charges					\$480
Miscellaneous Revenues - Reconnection Charges					\$4,425
Miscellaneous Revenues - Home Serve					\$934
Miscellaneous Revenues - Account Set-up					\$3,525
Miscellaneous Revenues - Meter Installation Fee					\$0
Miscellaneous Revenues - Tampering					\$0
<b>Total Miscellaneous Revenues</b>					<b>\$24,924</b>
<b>Uncollectible Accounts</b>					<b>(\$12,567)</b>
<b>Total Operating Revenues - Pro Forma Present</b>					<b>\$895,584</b>



**United Utility Companies, Inc.**  
**2013-199-WS**  
**Service Revenue Impact**  
**for Test Year ending December 31, 2012**

Revised Exhibit DMH-2

**Revenue Overview for Test Year Ending December 31, 2012 - Proposed Rates in Application**

Customer Classification	Service Units	Consumption in Gallons	Usage Charge per 1,000 gallons	Base Facility Charge (BFC)	Test Year Calculated Revenues	Increase Amount from Present Rates	Increase %
Residential & Commercial Water	101	6,235,060	\$10.77	\$21.00	\$92,604	\$27,481	44%
<b>Service Revenues - Water</b>	<b>101</b>	<b>6,235,060</b>			<b>\$92,604</b>	<b>\$27,481</b>	44%
5/8" Sewer	692			\$83.39	\$692,471	\$249,616	58%
5/8" Sewer Mobile Home	129			\$61.51	\$95,217	\$34,326	58%
Commercial Sewer	322			\$83.39	\$322,219	\$116,151	58%
Sewer Collection Residential & Commercial	331			\$42.63	\$169,326	\$61,036	58%
<b>Service Revenues - Sewer</b>	<b>1,474</b>				<b>\$1,279,233</b>	<b>\$461,129</b>	<b>58%</b>
<b>Combined Water and Sewer Service Revenues</b>					<b>\$1,371,837</b>	<b>\$488,610</b>	<b>57%</b>
Miscellaneous Revenues - Late Fees (1)					\$9,638	\$3,501	57%
Miscellaneous Revenues - Notification Fees (2)					\$23,550	\$14,127	150%
Miscellaneous Revenues - NSF charges (3)					\$480	\$0	0%
Miscellaneous Revenues - Disconnection Charges (4)					\$7,240	\$2,815	64%
Miscellaneous Revenues - Home Serve (5)					\$934	\$0	0%
Miscellaneous Revenue - Account Set-up (6)					\$4,230	\$705	20%
Miscellaneous Revenues - Tampering Charges (7)					\$500	\$500	N/A
Miscellaneous Revenues - Water Meter Installation (8)					\$100	\$100	N/A
<b>Total Miscellaneous Revenues</b>					<b>\$46,672</b>	<b>\$21,748</b>	<b>87%</b>
<b>Uncollectible Accounts</b>					<b>(\$19,630)</b>	<b>(\$7,063)</b>	<b>56%</b>
<b>Total Operating Revenues - Pro Forma Proposed</b>					<b>\$1,398,879</b>	<b>\$503,295</b>	<b>56%</b>

- Miscellaneous Revenues - Late Fees - The interest amount or late payment charges for monthly charges will be greater due to the higher proposed rate.
- Miscellaneous Revenues - Notification Fees - The interest amount or late payment charges for monthly charges will be greater due to the higher proposed rate.
- Miscellaneous Revenues - NSF Charges - Calculation based on the number of customers charged a NSF fee during the test year.
- Miscellaneous Revenues - Disconnection Charges - UUCI proposes to remove the "Reconnection Charge" from its tariff and add a "Disconnection Charge"
- Miscellaneous Revenues - Home Serve - to account for UUCI's revenue received from a 3rd party vendor, Home Service, for the use of UUCI customer information to market a product to provide insurance for repairs that may be required on customer-owned piping.
- Miscellaneous Revenue - Account set up charge - UUCI proposes to increase the charge from \$25 to \$30
- Miscellaneous Revenue - Tampering Charge - UUCI proposes to add tampering charges, not more than \$250 per event, to its tariff
- Miscellaneous Revenue - Meter Installation fee - UUCI proposes to add a water meter installation fee of \$100

**United Utility Companies, Inc.**  
**2013-199-WS**  
**Service Revenue Impact**  
**for Test Year ending December 31, 2012**

Revised Exhibit DMH-2

**Revenue Overview for Test Year Ending December 31, 2012 - Proposed Rates @ 9.35% ROE**

Customer Classification	Service Units	Consumption in Gallons	Usage Charge per 1,000 gallons	Base Facility Charge (BFC)	Test Year Calculated Revenues	Increase Amount from Present Rates	Increase %
Residential & Commercial Water	101	6,235,060	\$10.77	\$21.00	\$92,604	\$27,481	44%
<b>Service Revenues - Water</b>	<b>101</b>	<b>6,235,060</b>			<b>\$92,604</b>	<b>\$27,481</b>	44%
5/8" Residential Sewer	692			\$69.96	\$580,983	\$138,128	32%
5/8" Mobile Home Sewer	129			\$51.39	\$79,554	\$18,663	32%
Commercial Sewer	322			\$69.96	\$270,342	\$64,274	32%
Sewer Collection Residential & Commercial	331			\$36.24	\$143,927	\$35,637	34%
<b>Service Revenues - Sewer</b>	<b>1,474</b>				<b>\$1,074,806</b>	<b>\$256,702</b>	<b>32%</b>
<b>Combined Water and Sewer Service Revenues</b>					<b>\$1,167,410</b>	<b>\$284,183</b>	<b>33%</b>
Miscellaneous Revenues - Late Fees (1)					\$9,636	\$3,499	57%
Miscellaneous Revenues - Notification Fees (2)					\$23,550	\$14,127	150%
Miscellaneous Revenues - NSF charges (3)					\$480	\$0	0%
Miscellaneous Revenues - Disconnection Charges (4)					\$7,240	\$2,815	64%
Miscellaneous Revenues - Home Serve (5)					\$934	\$0	0%
Miscellaneous Revenue - Account Set-up (6)					\$4,230	\$705	20%
Miscellaneous Revenues - Tampering Charges (7)					\$500	\$500	N/A
Miscellaneous Revenues - Water Meter Installation (8)					\$100	\$100	N/A
<b>Total Miscellaneous Revenues</b>					<b>\$46,670</b>	<b>\$21,746</b>	<b>87%</b>
<b>Uncollectible Accounts</b>					<b>(\$19,630)</b>	<b>(\$7,063)</b>	<b>56%</b>
<b>Total Operating Revenues - Pro Forma Proposed @ 9.35% ROE</b>					<b>\$1,194,450</b>	<b>\$298,866</b>	<b>33%</b>

1. Miscellaneous Revenues - Late Fees - The interest amount or late payment charges for monthly charges will be greater due to the higher proposed rate.
2. Miscellaneous Revenues - Notification Fees - The interest amount or late payment charges for monthly charges will be greater due to the higher proposed rate.
3. Miscellaneous Revenues - NSF Charges - Calculation based on the number of customers charged a NSF fee during the test year.
4. Miscellaneous Revenues - Disconnection Charges - UUCI proposes to remove the "Reconnection Charge" from its tariff and add a "Disconnection Charge"
5. Miscellaneous Revenues - Home Serve - to account for UUCI's revenue received from a 3rd party vendor, Home Service, for the use of UUCI customer information to market a product to provide insurance for repairs that may be required on customer-owned piping.
6. Miscellaneous Revenue - Account set up charge - UUCI proposes to increase the charge from \$25 to \$30
7. Miscellaneous Revenue - Tampering Charge - UUCI proposes to add tampering charges, not more than \$250 per event, to its tariff
8. Miscellaneous Revenue - Meter Installation fee - UUCI proposes to add a water meter installation fee of \$100

**United Utility Companies, Inc.**  
**Docket No. 2013-199-WS**  
**Customer Growth Analysis**

**Revised Exhibit DMH-3**

<b>Date</b>	<b>Water Customers</b>	<b>Sewer Customers</b>	<b>Total Customers</b>
12/31/2011	101	1,232	1,333
12/31/2012	101	1,474	1,575
Average	101	1,353	1,454

**Growth Factor for Water**

<b>Date</b>	<b># of Customers</b>	
12/31/2012	101	
Average	101	
Growth Factor	0.0000000	0.000000%

**Growth Factor for Sewer**

<b>Date</b>	<b># of Customers</b>	
12/31/2012	1,474	
Average	1,353	
Growth Factor	0.0894309	8.94309%

**Growth Factor for Combined Operations**

<b>Date</b>	<b># of Customers</b>	
12/31/2012	1,575	
Average	1,454	
Growth Factor	0.0832187	8.32187%

**United Utility Companies, Inc.  
Docket 2013-199-WS  
Rates Overview**

**Revised Exhibit DMH-4**

**SCHEDULE OF PROPOSED RATES AND CHARGES**

**WATER**

**1. Monthly Charges**

**Residential**

Monthly charge per single-family house,  
Condominium, mobile home, or apartment unit:

	<u><b>Current</b></u>	<u><b>UUCI Proposed</b></u>	<u><b>Proposed @ 9.35% ROE</b></u>
Base Facilities Charge	\$15.18 per unit	\$21.00 per unit	\$21.00 per unit
Commodity Charge	\$7.79 per 1,000 gallons or 134 cft.	\$10.77 per 1,000 gallons or 134 cft.	\$10.77 per 1,000 gallons or 134 cft

**Commercial**

Base Facilities Charge	\$15.18 per unit	\$21.00 per unit	\$21.00 per unit
Commodity Charge	\$7.79 per 1,000 gallons or 134 cft.	\$10.77 per 1,000 gallons or 134 cft.	\$10.77 per 1,000 gallons or 134 cft.

Commercial customers are those not included in the residential category above and include, but are not limited to, hotels, stores, restaurants, offices, industry, etc.

When it is impractical to meter each unit separately because of the method of water line installation utilized by the developer or owner, service will be provided through a single meter, and consumption of all units will be averaged; a bill will be calculated based on that average and the result multiplied by the number of units served by a single meter.

For the convenience of the owner, the Utility will bill a tenant in a multi-unit building, consisting of four or more residential units, which is served by a master water meter or a single water connection. However, in such cases all arrearages must be satisfied before service will be provided to a new tenant or before interrupted service will be restored. Failure of an owner to pay for services rendered to a tenant in these circumstances may result in service interruptions.

**United Utility Companies, Inc.**  
**Docket 2013-199-WS**  
**Rates Overview**

**Revised Exhibit DMH-4**

2. Non-Recurring Charges

A) Water service connection charge per single family equivalent	\$100.00
B) Plant impact fee per single family equivalent	\$400.00
C) Water meter – 5/8 inches x 3/4 meter	\$100.00

All 5/8 inch x 3/4 inch water meters shall meet the Utility's standards and shall be installed by the Utility. A one-time meter fee of \$100 shall be due upon installation for those locations where no 5/8 inch x 3/4 inch meter has been provided by a developer to the Utility.

For the installation of all other meters, the customer shall be billed for the Utility's **actual cost** of installation. All such meters shall meet the Utility's standards and be installed by the Utility unless the Utility directs otherwise.

The non-recurring charges listed above are minimum charges and apply even if the equivalency rating of the non-residential customer is less than one (1). If the equivalency rating of a non-residential customer is greater than one (1), then the proper charge may be obtained by multiplying the equivalency rating by the appropriate fee. These charges apply and are due at the time new service is applied for, or at the time connection to the water system is requested.

3. Account Set-Up and Disconnection Charges

	<u>Current</u>	<u>Proposed</u>
a. Customer Account Charge – for new customers only	\$25.00	\$30.00
b. Disconnection Charges: In addition to any other charges that may be due, in those cases where a customer's service has been disconnected for any reason as set forth in Commission Rule R.103-732.5, and the customer has been found to have vacated his premises or the customer has shown his intent to vacate his premises and the imposition of a reconnection charge is not feasible, a disconnection fee shall be due in the amount of forty dollars (\$40.00) and shall be due prior to the Utility reconnecting service.		
c. Tampering Charge: In the event the Utility's equipment, water mains, water lines, meters, curb stops, service lines, valves or other facilities have been damaged or tampered with by a customer, the Utility may charge a \$250 tampering fee to the customer responsible for the damage to the Utility's equipment. The tampering fee shall be paid in full prior to the Utility re-establishing water service or continuing the provision of water service.		

4. Billing Cycle

**United Utility Companies, Inc.**  
**Docket 2013-199-WS**  
**Rates Overview**

**Revised Exhibit DMH-4**

Recurring charges will be billed monthly in arrears. Nonrecurring charges will be billed and collected in advance of service being provided.

5. Late Payment Charges

Any balance unpaid within twenty-five (25) days of the billing date shall be assessed a late payment charge of one and one-half percent (1 ½%) for each month, or any part of month, that said payment is late.

6. Cross-Connection Inspection

Any customer installing, permitting to be installed, or maintain any cross connection between the Utility's water system and any other non-public water system, sewer or a line from any container of liquids or other substances, must install an approved back-flow prevention device in accordance with 24A S.C. Code Ann. Regs. R61-58.7.F, as may be amended from time to time. Such a customer shall annually have such cross connection inspected by a licensed certified tester and provide to Utility a copy of a written inspection report and testing results submitted by the certified tester in accordance with 24A S.C. Code Ann. Regs. R61-58.7.F, as may be amended from time to time. Said report and results must be provided by the customer to the Utility within 30 days of inspection. If a customer fails to comply with the requirement to perform annual inspections, the Utility may disconnect water service after 30 days' written notice. The Utility shall provide affected customers with an advanced annual notification of such certification requirement.

7. Electronic Billing and Electronic Payment

If requested by the customer in writing and within the capabilities of the utility, the Utility may provide an electronic bill to the customer on the Utility's website, in lieu of mailing a paper copy. The electronic bill shall contain the same content and be presented in the same or a similar format as a bill delivered to the customer pursuant to Commission Rule R. 103-732.2 as may be amended from time to time. Late payment charges will not be triggered until twenty-five (25) days after the Utility issues the electronic bill and it leaves the control of the Utility or its billing agent. The Utility must provide notice to the customer that the bill form is available for review within twenty four hours of its issuance and the web address of its location.

8. Construction Standards

The Utility requires all construction to be performed in accordance with generally accepted engineering standards, at a minimum. The Utility from time to time may require that more stringent construction standards be followed.

9. Extension of Utility Service Lines and Mains

The Utility shall have no obligation at its expense to extend its utility service lines or mains in order to permit any customer to connect to its water system. However, anyone or entity which is willing to pay all costs associated with extending an appropriately sized and constructed main or utility service line from his/her/its premises to any appropriate connection point, pay the appropriate fees and charges as set forth in this rate schedule, and comply with the guidelines and standards hereof, shall not be denied service unless water supply is unavailable or unless the South Carolina Department of Health and Environmental Control or other government entity has for any

**United Utility Companies, Inc.**  
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**Rates Overview**

**Revised Exhibit DMH-4**

reason restricted the Utility from adding additional customers to the serving water system. In no event will the Utility be required to construct additional water supply capacity to serve any customer or entity without an agreement acceptable to the Utility first having been reached for the payment of all costs associated with adding water supply capacity to the affected water system.

\*A Single Family Equivalent (SFE) shall be determined by using the South Carolina Department of Health and Environmental Control Guidelines for Unit Contributory Loadings for Domestic Wastewater Treatment Facilities 25 S.C. Code Ann. Regs. 61-67 Appendix A, as may be amended from time to time. Where applicable, such guidelines shall be used for determination of the appropriate monthly service and tap fee.

**United Utility Companies, Inc.  
Docket 2013-199-WS  
Rates Overview**

**Revised Exhibit DMH-4**

**SCHEDULE OF PROPOSED RATES AND CHARGES**

**SEWER**

**1. Monthly Charges**

	<u><b>Current</b></u>	<u><b>UUCI Proposed</b></u>	<u><b>Proposed @ 9.35% ROE</b></u>
<u><b>Residential</b></u>			
Monthly charge per single-family house, Condominium, condominium, villa or apartment unit:	\$53.50 per unit	\$83.39 per unit	\$69.96 per unit
Mobile Homes – monthly charge	\$39.46 per unit	\$61.51 per unit	\$51.39 per unit
<u><b>Commercial</b></u>			
Monthly charge per single family equivalent*	\$53.50	\$83.39	\$69.96

**Charge for Sewage Collection Service Only**

When sewage is collected by the Utility and transferred to a government body or agency, or other entity for treatment, the Utility's rates are as follows:

<u><b>Residential</b></u>			
Monthly charge per single-family house, Condominium, condominium, villa or apartment unit:	\$27.35 per unit	\$42.63 per unit	\$36.24 per unit
<u><b>Commercial</b></u>			
Monthly charge per single family equivalent*	\$27.35 per unit	\$42.63 per unit	\$36.24 per unit

The Utility will also charge for treatment services provided by the government body or agency or other entity. The rates imposed or charged by the government body or agency or other entity providing treatment will be charged to the Utility's affected customers on a pro rata basis, without markup. Where the Utility is required under the terms of the 201/208 Plan to interconnect to the sewage treatment system of a government body or agency or other entity and tap/connection/impact fees are imposed by that entity, such tap/connection/impact fees will be charged to the Utility's affected customers on a pro rata basis, without markup.

Commercial customers are those not included in the residential category above and include, but are not limited to, hotels, stores, restaurants, offices, industry, etc.

The Utility will, for the convenience of the owner, bill a tenant in a multi-unit building, consisting of four or more residential units, which is served by a master water meter or a single water connection. However, in such cases all arrearages must be satisfied before service will be provided to a new tenant or before



**United Utility Companies, Inc.**  
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**Revised Exhibit DMH-4**

interrupted service will be restored. Failure of an owner to pay for services rendered to a tenant in these circumstances may result in service interruptions.

**Solids Interceptor Tanks**

For all customers receiving sewage collection service through an approved solids interceptor tank, the following additional charges shall apply:

A. **Pumping Charge**

At such time as the Utility determines through its inspection that excessive solids have accumulated at the interceptor tank, the Utility will arrange for pumping the tank, and the **actual cost** to the Utility for pumping the tank will be billed to the customer; the minimum pumping charge will be \$150.00. The cost of the Utility's pumping charge will be included as a separate item in the next regular billing to the customer.

B. **Pump Repair or Replacement Charge**

If a separate pump is required to transport the customer's sewage from solids interceptor tank to the Utility's sewage collection system, the Utility will arrange to have this pump repaired or replaced as required and will include the cost of such repair or replacement as a separate item in the next regular billing to the customer and may be paid for over a one-year period.

C. **Visual Inspection Port**

In order for a customer who uses a solids interceptor tank to receive sewage service from the Utility or to continue to receive such service, the customer shall install at the customer's expense a visual inspection port which will allow for observation of the contents of the solids interceptor tank and extraction of test samples therefrom. Failure to provide such visual inspection port after timely notice of not less than thirty (30) days shall be just cause for interruption of service until a visual inspection port has been installed.

2. **Non-recurring Charges**

- |                                                                  |          |
|------------------------------------------------------------------|----------|
| A) Sewer service connection charge per single family equivalent* | \$100.00 |
| B) Plant impact fee per single family equivalent*                | \$400.00 |

The non-recurring charges listed above are minimum charges and apply even if the equivalency rating of a non-residential customer is less than one (1). If the equivalency rating of a non-residential customer is greater than one (1), then the proper charge may be obtained by multiplying the equivalency rating by the appropriate fee. These charges apply and are due at the time new service is applied for, or at the time connection to the sewer system is requested.

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**Rates Overview**

**Revised Exhibit DMH-4**

3. Notification, Account Set-Up and Disconnection Charges

- a. Notification fee: A fee of fifteen dollars (\$15.00) shall be charged to each customer per notice to whom the Utility mails the notice as required by Commission Rule R. 103-535.1 prior to service being discontinued. This fee assesses a portion of the clerical and mailing costs of such notices to the customers creating the cost.
- b. Customer Account Charge: A fee of thirty dollars (\$30.00) shall be charged as a one- time fee to defray the costs of initiating service. This charge will be waived if the customer is also a water customer.
- c. Disconnection Charges: In addition to any other charges that may be due, in those cases where a customer's service has been disconnected for any reason as set forth in Commission Rule R. 103-532.4, the customer is found to have vacated his premises or the customer has shown his intent to vacate his premises and the imposition of a reconnection charge is not feasible, a disconnection fee in the amount of \$500.00 shall be due at the time the customer disconnects service. Where an elder valve has been previously installed, a disconnection fee of forty dollars (\$40.00) shall be charged.
- d. Tampering Charge: In the event the Utility's equipment, sewage pipes, meters, curb stops, service lines, elder valves or other facilities have been damaged, tampered with or molested by a customer, the Utility may charge a customer in any responsible for the damage a fee of \$250 to repair the equipment.

4. Billing Cycle

Recurring charges will be billed monthly in arrears. Non-recurring charges will be billed and collected in advance of service being provided.

5. Late Payment Charges

Any balance unpaid within twenty-five (25) days of the billing date shall be assessed a late payment charge of one and one-half percent (1½%) for each month, or any part of a month, that said payment is late.

6. Electronic Billing and Electronic Payment

If requested by the customer in writing and within the capabilities of the utility, the Utility may provide an electronic bill to the customer on the Utility's website, in lieu of mailing a paper copy. The electronic bill shall contain the same content and be presented in the same or a similar format as a bill delivered to the customer pursuant to Commission Rule R. 103-732.1 as may be amended from time to time. Late payment charges will not be triggered until twenty-five (25) days after the Utility issues the electronic bill and it leaves the control of the Utility or its billing agent. The Utility must provide notice to the customer that the bill form is available for review within twenty four hours of its issuance and the web address of its location.

7. Toxic and Pretreatment Effluent Guidelines

**United Utility Companies, Inc.**  
**Docket 2013-199-WS**  
**Rates Overview**

**Revised Exhibit DMH-4**

The utility will not accept or treat any substance or material that has not been defined by the United States Environmental Protection Agency ("EPA") or the South Carolina Department of Health and Environmental Control ("DHEC") as a toxic pollutant, hazardous waste, or hazardous substance, including pollutants falling within the provisions of 40 CFR 129.4 and 401.15. Additionally, pollutants or pollutant properties subject to 40 CFR 403-.5 and 403.6 are to be processed according to pretreatment standards applicable to such pollutants or pollutant properties, and such standards constitute the Utility's minimum pretreatment standards. Any person or entity introducing such prohibited or untreated materials into the Company's sewer system may have service interrupted without notice until such discharges cease, and shall be liable to the Utility for all damages and costs, including reasonable attorney's fees, incurred by the Utility as a result thereof.

**8. Construction Standards**

The Utility requires all construction to be performed in accordance with generally accepted engineering standards, at a minimum. The Utility from time to time may require that more stringent construction standards be followed.

**9. Extension of Utility Service Lines and Mains**

The Utility shall have no obligation at its expense to extend its utility service lines or mains in order to permit any customer to connect to its sewer system. However, anyone or entity which is willing to pay all costs associated with extending an appropriately sized and constructed main or utility service line from his/her/its premises to any appropriate connection point, pay the appropriate fees and charges as set forth in this rate schedule, and comply with the guidelines and standards hereof, shall not be denied service unless sewer capacity is unavailable or unless the South Carolina Department of Health and Environmental Control or other government entity has for any reason restricted the Utility from adding additional customers to the serving sewer system. In no event will the Utility be required to construct additional sewer treatment capacity to serve any customer or entity without an agreement acceptable to the Utility first having been reached for the payment of all costs associated with adding wastewater treatment capacity to the affected sewer system.

\*A Single Family Equivalent (SFE) shall be determined by using the South Carolina Department of Health and Environmental Control Guidelines for Unit Contributory Loadings for Domestic Wastewater Treatment Facilities 25 S.C. Code Ann. Regs. 61-67 Appendix A, as may be amended from time to time. Where applicable, such guidelines shall be used for determination of the appropriate monthly service and tap fee.

**United Utility Companies, Inc.**  
**Docket No. 2013-199-WS**  
**Performance Bond**

Revised Exhibit DMH-5

United Utility Companies, Inc. - Water			
Bond Value Components	Application Per Books	After Accounting & Pro Forma Adjustments	After ORS's Adjustments at 9.35% ROE
Maintenance Expenses	\$44,913	\$39,110	\$39,110
General Expenses	\$13,173	\$16,354	\$16,354
Taxes Other Than Income	\$11,503	\$12,915	\$13,235
Income Taxes - State & Fed	(\$2,041)	(\$6,523)	\$6,060
Interest Expense	\$11,785	\$8,081	\$8,081
<b>Bond Value Requirement</b>	<b>\$79,333</b>	<b>\$69,937</b>	<b>\$82,840</b>
United Utility Companies, Inc. - Wastewater			
Bond Value Components	Application Per Books	After Accounting & Pro Forma Adjustments	After ORS's Adjustments at 9.35% ROE
Maintenance Expenses	\$444,675	\$473,574	\$473,574
General Expenses	\$151,584	\$158,573	\$158,573
Taxes Other Than Income	\$114,212	\$129,993	\$132,552
Income Taxes - State & Fed	(\$20,268)	(\$34,928)	\$65,705
Interest Expense	\$117,016	\$95,679	\$95,679
<b>Bond Value Requirement</b>	<b>\$807,219</b>	<b>\$822,891</b>	<b>\$926,083</b>
United Utility Companies, Inc. - Combined			
Bond Value Components	Application Per Books	After Accounting & Pro Forma Adjustments	After ORS's Adjustments at 9.35% ROE
Maintenance Expenses	\$489,588	\$512,684	\$512,684
General Expenses	\$164,756	\$174,926	\$174,926
Taxes Other Than Income	\$125,715	\$142,908	\$145,787
Income Taxes - State & Fed	(\$22,309)	(\$41,451)	\$71,765
Interest Expense	\$128,801	\$103,760	\$103,760
<b>Bond Value Requirement</b>	<b>\$886,551</b>	<b>\$892,827</b>	<b>\$1,008,922</b>
Current Performance Bond Structure (1)	Bond Value	Expiration Date	
JPMorgan Chase Bank, NA Irrevocable Letter of Credit (CTCS-314815)	\$100,000	Auto Renewal	
JPMorgan Chase Bank, NA Irrevocable Letter of Credit (00440433)	\$350,000	Auto Renewal	
<b>Total Financial Assurance</b>	<b>\$450,000</b>		

(1) Letter of Credit secures performance bond of \$100,000 for water operations and \$350,000 for wastewater operations.

United Utility Companies, Inc.

Docket No. 2013-199-WS

Highest Billed Customers

Revised Exhibit DMH-6

<u>Customer Name</u>	<u>ERC's</u>	<u>Service Address</u>	<u>Service Type</u>	<u>Customer Type</u>	<u>Monthly BFC Charge at Current Rate</u>	<u>Monthly BFC Charge at UUCI Proposed Rate</u>	<u>Monthly BFC Charge at 9.35% ROE</u>
N. Greenville University	309.00	245 HIGHWAY 414	Sewer	Commercial	\$16,532	\$25,768	\$21,618
School District of Greenville Cty	108.00	2831 W GEORGIA RD	Sewer - Collection	Commercial	\$2,954	\$4,604	\$3,914
Highlander Apartments	32.00	HIGHLANDER APTS 24	Sewer	Commercial	\$1,712	\$2,668	\$2,239
Briarcreek Apartments	24.00	100 KILLION DR	Sewer	Commercial	\$1,284	\$2,001	\$1,679
7-11/Hickory Point	8.00	7803 AUGUSTA RD	Sewer	Commercial	\$428	\$667	\$560
Valleyview Golf Course	3.00	450 CHEROKEE VALLEY WAY	Sewer	Commercial	\$161	\$250	\$210